higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T870(**E**)(M27)T

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

(4110033)

27 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 5 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N3
TIME: 3 HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each question on a NEW page.
5. Write neatly and legibly.

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QUESTION 1

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 The IDC is a national development, whose primary objectives are to contribute to the generation of balanced and sustainable economic growth.

1.2 The core activities of the SABS include the development of standards, regulatory activities, and consumer protection.

1.3 Ferrous metals are metals whose major component is iron.

1.4 The CSIR is the largest research and development organisation in Africa.

1.5 Arcelor-Mittal is one of the steel companies in South Africa.

1.6 Non-ferrous metals are metals whose major component is iron.

1.7 South Africa's ferrous metal industries comprise aluminium and other metals such as copper, brass and zinc.

1.8 To export metals means we get metals from other countries.

1.9 Production at the Pretoria Steel Plant started in 1989.

1.10 Iscor is South Africa's largest timber producer.

(10 × 1) **[10]**

QUESTION 2

2.1 Name TEN steps that needs to be followed when workers undergo training (10)

2.2 Family and household labour/activities are managed jointly by the family as a group.

Discuss the advantages that participation in family labour can have for a child.

(5 × 2) (10)

[20]

QUESTION 3

3.1 A supervisor's time is occupied by management as well as operational (production) work but the majority of supervisors prefer operational work. Explain this phenomenon. (5 × 1) (5)

3.2 Discuss the characteristics of a managerial leader under the following headings:

3.2.1 Specialises in management work

3.2.2 Decentralisation of authority

3.2.3 Effective communication

3.2.4 Control by exception

3.2.5 Satisfied group members

(5 × 3) (15)
[20]

QUESTION 4:

4.1 To have an effective work environment organizing is very important. Name and describe FOUR characteristics of organizing (4 × 3) (12)

4.2 There is a difference between a *private company* and a *partnership.*

Distinguish between them by tabulating SIX distinctive characteristics of each. (6 × 2) (12)

4.3 The paragraph below describes a bureaucratic company.

Choose the correct word or words from those given in brackets. Write only the word or words next to the question number (4.3.1 – 4.3.6) in the ANSWER BOOK.

In (4.3.1 structured/bureaucratic) organisations, (4.3.2 power/control) is concentrated in the hands of (4.3.3 a few/many) high-ranking managers. The (4.3.4 intentions/decisions) about the company policy, personnel and also (4.3.5 financial/operational) objectives are made by the high-ranking leaders. In conclusion, (4.3.6 control/structure) is an important aspect of a bureaucratic company. (6 × 1) (6)
[30]

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QUESTION 5

5.1 State FIVE guidelines (rules) that will bring about sound co-operation at line staff relations. (5 × 1) (5)

5.2 By means of a sketch, and a brief explanation, show what the cause could be of the *gap* between operational work and managerial work. (6)

5.3 Accidents in a workshop can be very traumatic. Name FIVE aspects that may be followed to help prevent accidents (5)

5.4 List FOUR factors to bear in mind in choosing the form of the business when starting a business venture. (4 × 1) (4)

[20]

TOTAL: 100

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